



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Gallatin River Communications L.L.C.
d/b/a CenturyLink GRC
for quarter ending September 30, 2005

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.56	3.51	3.45	3.51
B. Operator Answer Time - Information [730.510(a)(1)]	4.85	5.15	5.50	5.17
C. Repair Office Answer Time [730.510(b)(1)]	9.00	8.00	7.00	8.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	22.00	26.00	28.00	25.33
E. Percent of Service Installations [730.540(a)]	99.71%	100.00%	99.44%	99.56%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	99.81%	99.72%	99.68%	99.74%
G. Trouble Reports per 100 Access Lines [730.545(a)]	2.17	2.86	2.56	2.53
H. Percent Repeat Trouble Reports [730.545(c)]	10.44%	10.09%	8.63%	9.72%
I. Percent of Installation Trouble Reports [730.545(f)]	2.52%	2.48%	3.95%	2.99%
J. Missed Repair Appointments [730.545(h)]	1	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



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